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ABSTRACT

This task force report analyzes current cooperative programs, emerging resource sharing programs, and emerging technology as they relate to the extension needs of off-campus students and faculty at the University of Wyoming Library, and presents recommendations where they are warranted. Current cooperative programs reviewed include interlibrary loan; participation in Center for Research Libraries network; ERIC microfiche collection; bilateral agreements; interlibrary loan coding; participation in High Plains Library System Courier, Octanet, OnTyme II, and OCLC; and participation in several union listing projects. Emerging technological opportunities the library is tracking that could improve resource sharing are discussed, including electronic networking, online databases of library holdings, automated serials check-in, implementation of the Geac circulation system, document delivery systems, and automation of interlibrary loan recordkeeping. The formal charge of the Task Force on Resource Sharing is also included. (MBR)

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REPORT OF THE

TASK FORCE ON RESOURCE SHARING

COLLECTION ANALYSIS PROJECT

UNIVERSITY OF WYOMING LIBRARIES

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INTRODUCTION

The inclusion of a review of resource sharing activities in this Collection Analysis Project (CAP) stems from an awareness that no academic library has sufficient resources or effective enough collection development procedures to assure that all patron needs can be met by internal collections. While the Director of Libraries charged the CAP Study Team to review Library participation in the Center for Research Libraries (CRL) as well as other ongoing and emerging resource sharing activities, the charge of the Study Team to the Task Force was more specific (see Appendix). The Task Force was to analyze current cooperative programs, emerging resource sharing programs, emerging technology, and specifically to relate the former to the extension needs of off-campus students and faculty. Members of the Task Force included Ruth Boettcher (Acting Coordinator, Health Sciences Information Network), Janet Carlton (Interlibrary Loan Manager), Jean Johnson (Head, Extension and Special Services), Diane Trotter (Cataloging Technician) and Bill Van Arsdale (Task Force Chair and Head, Coe Reference Department).

The principal interest of the Library in resource sharing has been interlibrary loan. This is understandable, given the University's varied history of support for collection development and the absence of other major in-state resources. Even after the substantial acquisitions budget increase in 1982, interlibrary loan continues to be an important supplier of material needed by University students and faculty. This reliance upon interlibrary loan is apt to continue or even

increase, if the Study Team's analysis of publishing trends and funding patterns in its "Interim Report" is correct. Therefore, the major recommendations of this Task Force report all deal with interlibrary loan in one way or another. These recommendations include: possible consolidation of interlibrary loan functions, continued participation in the Center for Research Libraries, continued funding for interlibrary loan and electronic support for the U.W.-Casper Library.

This report is organized into three major sections: current activities, emerging technologies and off-campus programs. In analyzing these topics, the Task Force found some aspects which needed to be mentioned but did not warrant recommendations. On other topics, changes took place even as the Task Force investigated them. The Task Force wanted to extend the High Plains Courier to Cheyenne libraries (this began in October) and to continue support for the Intermountain Union List of Serials (which recently announced that it was ceasing operation). The following report, then, represents an analysis during the summer and early fall of 1984 and reflects changes which have taken place as recently as October 1984.

CURRENT ACTIVITIES

The Library is involved in a number of resource sharing activities which have an impact on collection development. These may be subdivided into A) interlibrary loan and B) other cooperative activities.

Interlibrary Loan

The principal resource sharing activity that the Library participates in is interlibrary loan. Even with the increased acquisitions budget, interlibrary loan represents a safety net for the patron's information needs. Beyond this customary purpose of interlibrary loan, the Library supports off-campus students (who number more than those on the Laramie campus) through the extension program. The Library also serves as a medical resource center for in-state and out-of-state medical libraries.

Duplication of Interlibrary Loan Activities

At the present time there are three interlibrary loan operations, or four, if film rentals by Audio-Visual Services are counted. The regular Interlibrary Loan office handles all traffic for on-campus University patrons with other libraries and responds to all but medical library requests, accounting for approximately 18,000 requests last year. The Health Sciences Information Network (HSIN) has the responsibility to fill or refer Wyoming medical requests to other libraries and to supply information requested by out-of-state medical libraries. During 1983-84, HSIN handled over 6,000 requests, including materials retrieved in Coe Library or sent via Interlibrary Loan's Online Computer Library Center (OCLC) terminal. Audio-Visual Services rents 16mm film and video tapes throughout the state and region. Finally, in fiscal year 1984, the Library began to provide materials needed by off-campus students and faculty. Located in Coe Library, Extension and Special Services duplicates many of the photocopy and

retrieval services provided by the other three services. The extent of duplication of effort is difficult to determine due to the different functions and clienteles of the four services.

Recommendation 1: The Interlibrary Loan Manager, in cooperation with the Coordinator of HSIN, the Head of Extension and Special Services and possibly the Audio-Visual Services Manager, should undertake a thorough investigation of duplication of effort, the requirements of each service and the feasibility of consolidation of some or all of the interlibrary loan functions and submit a preliminary written report with recommendations to the Director of Libraries by June 1985 with the final report due by September 1985.

Continuing Funding for Regular Interlibrary Loan

Traditionally, the Library has paid most of the costs associated with borrowing materials for University patrons. The reasons for this were a recognition that interlibrary loan was an essential library service and a history of poor monetary support for building Library collections. At various times, the necessary funds have come from the acquistions budget or income from photocopiers, in addition to income from HSIN fees and interlibrary loan fees charged other libraries. Since the Library has remained a net borrower (a library that borrows more than it lends, if in-state loans are subtracted), loaning income cannot totally support borrowing. At the same time, costs of borrowing are increasing in spite of efforts to use less expensive or

free institutions, and to implement reciprocal borrowing agreements. Particularly distressing is the new trend of libraries to charge fees to other libraries for borrowing books. Some additional source of funding must be found. Possible sources include charging University patrons a greater portion of loan costs, the acquistions budget, photocopy income, HSIN income or overhead payments from grants and contracts received by the University. The mention of grant/contract overhead was deliberate; just one contract program, Western Research Institute, requested more interlibrary loan material last year than any other agency or department on campus, yet there are no provisions to cover the associated costs.

Recommendation 2: The Director of Libraries in cooperation with the Interlibrary Loan Manager and the Associate Director for Public Services should develop a written plan by December 1985 to underwrite interlibrary loan borrowing on a continuing basis so that at least the average costs can be covered.

Center for Research Libraries (CRL)

Membership in the Center was specifically mentioned in the Director of Libraries' charge to the CAP Study Team. The Library became a member in the early 1970's in order to get access to CRL's substantial collections. Use of CRL has been declining recently for several reasons: surcharges for use of the Journal Access Service to the British Library Lending Division, increasing availability through interlibrary loan of materials that formerly were only found at CRL, purchase of major microform sets that formerly had been borrowed by the Library and the apparent

inability of CRL to acquire any material recently requested by the Library through CRL's Demand Purchase Program. The lack of positive response to Library requests through the Demand Purchase Program may be caused in part by the Library's failure to participate in CRL management until very recently. Finally, in spite of some efforts to publicize CRL resources, most researchers on campus are unaware of them.

Recommendation 3: The Director of Libraries, in cooperation with the Associate Directors for Technical and Public Services, the Interlibrary Loan Manager and the Collection Development Officer should develop a written plan by September 1985 to increase awareness of CRL resources, to regularly participate in CRL membership meetings, to consider CRL holdings in decisions to purchase large microform sets and to encourage CRL to make a larger commitment to the Demand Purchase Program.

ERIC Microfiche Collection

Recently the State Department of Education transferred its entire collection of Educational Resources Information Center (ERIC) microfiche to the Library. This was an important contribution to the Library collection, since this filled a gap in the Library's collection, and the microfiche came with cabinets and a reader/printer. This action, however, makes the Library the only in-state source for the complete ERIC microfiche collection, and it has begun to receive direct requests for some of this material. If the Library loans the ERIC or any other microfiche, it faces depriving use to on-campus patrons. Reproduction from any microfiche is presently restricted to

relatively expensive reader/printer paper copies.

Recommendation 4: The Head of Documents, Maps and Microforms should present a proposal to lease or purchase a fiche-to-fiche duplicator in time for biennial budget equipment planning (February 1985) so that inexpensive microfiche copies can be provided to in-state patrons. Such a proposal should receive high priority in budget planning.

Bilateral Agreements

The Interlibrary Loan office has entered into a number of agreements with other libraries to reduce costs of borrowing and provide access to dissertations and other material not often loaned. Successful completion of such agreements requires parity in usage by both libraries and an exchange of serials lists.

Recommendation 5: The Interlibrary Loan Manager should develop a written plan by June 1985 to increase the number of bilateral agreements with other regional libraries.

Wyoming Interlibrary Loan Code

Wyoming has had a state interlibrary loan code since the early 1970's for the purpose of improving access to materials throughout the state. As part of the preparations for the Geac circulation/ interlibrary loan system, this code has been revised as of December 1984. A major change in procedure is to allow in-state libraries to come directly to the University Libraries for items which it alone

owns. This new code should improve turnaround time generally within the state and make the best use of the Geac system.

BCR Interlibrary Loan Code

The Bibliographic Center for Research (BCR) has sponsored a voluntary interlibrary loan code to facilitate borrowing within the BCR region (including Colorado, Kansas, Wyoming, Iowa, Nebraska and Utah). The Library is a signatory to this agreement and has seen some reductions in borrowing costs.

High Plains Courier

The Library began participation in the High Plains Library System Courier in 1982. In addition to providing rapid delivery of materials twice weekly to and from libraries in northern Colorado, the courier connects with two other courier systems along the Colorado Front Range. Unit costs of courier use have substantially declined with an increase in usage. The State Library is funding a one year trial use of the courier for Albany County Public Library, Laramie County Public Library, Laramie County Community College Library and the State Library, beginning in October 1984.

Octanet

The Library has participated in the Octanet medical article delivery system since it was made available in 1982. The Interlibrary office uses it to order health-related materials for campus patrons and HSIN uses it to respond to off-campus requests for materials and

to refer in-state requests to out-of-state resource libraries. All participating libraries charge a flat rate for net loans to the other libraries in the system; the Library receives considerable income from this, which has been deposited into the interlibrary loan revolving account. The system produces periodical title usage statistics, which have been used to develop the medical collection.

OnTyme II

The Interlibrary Loan office began using OnTyme II electronic mail in 1983 as a more cost effective replacement for the teletype system. The primary use is to receive and respond to the State Library referrals of requests, although it is also used to communicate with numerous other libraries which do not have access to OCLC. The expected electronic mail component of the Geac system should reduce the usage of OnTyme II substantially.

OCLC Interlibrary Loan Subsystem

The Library has been using the Online College Library Center (OCLC) Interlibrary Loan Subsystem since it became available in 1979 and now transmits and receives over three-fourths of all requests this way. The Subsystem uses the OCLC Union Catalog to generate online requests to other libraries on the system. The Subsystem has undergone several improvements since its introduction, the most recent being the introduction of the Interlibrary Loan Microenhancer, which saves considerable staff time by having the microcomputer program wait for responses from the host computer.

Presently, the only location for use of the Subsystem has been in the Interlibrary Loan office, so HSIN staff must come to Coe Library to use it.

Recommendation 6: The Coordinator of HSIN should make sure the Task Force mentioned in Recommendation #1 considers the need for an OCLC M300 terminal and the Interlibrary Micro Enhancer software for the Science Library.

Other Activities

In addition to interlibrary loan, the Library is involved with some union listing and other cooperative activities.

HSIN Medical Finding Lists

Most Wyoming medical libraries' holdings are not included in standard catalogs, such as the Wyoming Union Catalog or the Wyoming Union List of Periodicals. This makes the work of resource sharing among medical libraries difficult. As part of its current National Library of Medicine grant, HSIN has been developing finding lists for monographs, serials and audiovisual materials. When the grant expires in March 1985, there is no identifiable source of funding to continue these lists.

Recommendation 7: The Coordinator of HSIN should develop a written plan by July 1985 recommending inclusion of medical library holdings in standard Wyoming union listings and include a request

for continuing funding for the lists through part-time contingency requests on a year to year basis.

Wyoming Fiction Cooperative

Within the state, several libraries have taken the responsibility for retaining the last copy of little-used fictional works. The Library, through the Head of Acquisitions, has accepted the responsibility for housing western fiction as part of its service to the state. Currently such titles are few in number, mostly uncataloged and largely unavailable to other libraries, since there are no records in the Wyoming Union Catalog or the pending Geac database.

Recommendation 8: The Collection Development Officer, in consultation with the Head of Cataloging, should review the University participation in the cooperative, and if continuation is approved, draft a policy by March 1985 to assure that western fiction received through the cooperative is cataloged expeditiously. If continuation is not approved, plans must be made for disposition of materials received through the cooperative.

Universal Serials and Book Exchange (USBE)

The Library has been a member of USBE for some time. Lists of material available from USBE have been housed in the Collection Development office for use when missing issues or individual monographic titles are needed. Recently, USBE put their holdings on BRS (a data base vendor) to allow for remote searching. Very little has

been obtained from USBE. Their online file has only limited usefulness, since the database does not include issue-specific information. Interlibrary loan has occasionally used USBE via the OCLC Interlibrary Loan Subsystem when needing substantial portions of a periodical issue. Finally, the Library has sent discarded or surplus materials to USBE.

Recommendation 9: The Head of Acquisitions, in consultation with the Interlibrary Loan Manager and the Coe Library Coordinator for Database Searching, should prepare a written plan by June 1985 to investigate continuation of and improved use of USBE.

EMERGING TECHNOLOGIES

In addition to current resource sharing activities, the Library is tracking several emerging technological opportunities that could improve resource sharing.

Electronic Support for U.W.-Casper

The Library has considerable difficulty in supporting off-campus student and faculty research at U.W.-Casper due to the lack of resources (the Library is located in limited space in the Natrona County Public Library) and lack of awareness of the existence of resources. The development of electronic networking should make it possible to remotely access Laramie campus databases, such as the LINX serials check-in database, Geac or the developing online catalog. Additionally, such computer interconnections would allow U.W.-Casper staff to access OCLC or commercial database search services. Another possible

electronic support that should be considered is telefacsimile transmission between Laramie and Casper, based on the main library's more extensive collections.

Recommendation 10: The Head of Extension and Special Services, in cooperation with the Interlibrary Loan Manager, the Bibliographic Database Search Service Manager and the U.W.-Casper Librarian, should prepare a written plan by July 1985 for pilot testing of various electronic support activities for the U.W.-Casper Library. The plan should cover potential demand for services, alternative methods of funding, extent of subsidizing patron costs, different equipment configurations and recommended activities, and be coordinated with efforts mentioned in Recommendation #1.

North American Collections Inventory Project (NACIP)

The Research Libraries Group (RLG) has been working with the Association of Research Libraries (ARL) to inventory major library research collections. The product will be on online database which could be searched to locate material needed for scholarly research. The project is currently in test development.

Recommendation 11: The Collection Development Officer should monitor NACIP progress to determine whether the Library should participate and should report at least semi-annually to the Collection Development Committee beginning July 1985.

LINX Serials Control System

The Library has recently begun using the LINX (a tradename of F. W. Faxon Co.) automated serials check-in service. Some other participating libraries allow us to search their holdings, which could conceivably be useful for interlibrary loan purposes, although at present there are very few LINX installations in the western United States. LINX also has an interlibrary loan form as part of its Courier electronic mail subsystem. Currently, LINX is used soley to locate a particular serial if other techniques fail.

Recommendation 12: The Interlibrary Loan Manager, in cooperation with the Support Services Manager, should continue to monitor LINX developments to determine the usefulness of the system for interlibrary loan and report annually on the findings, beginning July 1985.

Geac Circulation System

The state of Wyoming is implementing the Geac circulation system, with the purpose, among others, to encourage resource sharing. The Geac system will provide a statewide union catalog, terminals in all academic and most public libraries, and an electronic mail system for requesting materials. The current schedule calls for implementation in late 1985, even though Geac terminals were recently installed in the Interlibrary Loan office. The office also plans to use the circulation system to monitor use of borrowed and loaned materials. Full-scale use of Geac for requesting materials from other libraries will require development of protocols for Geac use.

Recommendation 13: The Interlibrary Loan Manager should participate in the development of Geac protocols, develop procedures for Interlibrary use of Geac by September 1985, and incorporate Geac statistics into Interlibrary Loan annual statistical reports beginning in July 1986.

Document Supply Dealers

With the development of online database searching came the need for quick delivery of identified documents. Document supply dealers developed systems for supplying this demand. Most of these became accessible through the same vendors used to search databases. Recently, several of the major suppliers have also become available through OCLC and OnTyme II. Since the charges of these dealers usually exceed the maximum Library subsidy for borrowing, patrons must pay for the difference and use is limited. BCR has recently established a contract for reduced fees from one of the major suppliers, University Microforms International.

Recommendation 14: The Interlibrary Loan Manager should maintain statistics of use of document suppliers and report them quarterly beginning in July 1985.

Microcomputer Interlibrary Loan Applications

The Interlibrary Loan office has purchased a North Star Advantage microcomputer for the purpose of automating its record keeping functions. The Library has contracted for development of software for the

first phase of that project, manual input and retrieval of data. This project is scheduled to be completed by December 1984. In addition to maintaining better control over current requests, the system should allow generation of useful statistical reports for collection development, such as periodical titles approaching copyright guideline maximums or departments making heaviest use of interlibrary loan. The microcomputer is also used as an online terminal for OnTyme II and Octanet.

Recommendation 15: The Interlibrary Loan Manager should investigate expanding the record-keeping system to include downloading from online systems, and prepare a budget request by June 1985.

OFF-CAMPUS PROGRAMS

The Library has a responsibility to provide library services for off-campus students and faculty. This has been provided partially through a series of services coordinated by the Head of Extension and Special Services. Included among those services are a WATS line for communication and ordering needed materials, a document delivery system, reserve reading collections and bibliographic instruction. Much of the library support for off-campus courses rests with the local community colleges and public libraries. Another method of supporting off-campus students in Casper is the teaching collection maintained by the U.W.-Casper Library (see page 12). Extension and Special Services has an action plan developed in cooperation with host libraries throughout the state and the following recommendations should be viewed as a supplement to the larger program.

Recommendation 16: The Head of Extension and Special Services should annually review uncataloged materials acquired to support off-campus courses for possible addition to the Library collection.

Recommendation 17: The Collection Development Officer should develop a policy to provide for routine duplication of non-textbook materials purchased for off-campus library collections, for Laramie collections, by July 1985.

Recommendation 18: The Interlibrary Loan Manager should report monthly to the Collection Development Officer those Casper and extension requests that must be filled through interlibrary loan for consideration by subject specialist/liaisons for addition to the Library collection.

APPENDIX

CHARGE FOR THE TASK FORCE ON RESOURCE SHARING

1. The Task Force should identify, document, describe and analyze cooperative programs that the Library participates in and that influence the collection development program. Are we making the best use of resource sharing opportunities? Specific attention should be given to:

    a. Center for Research Libraries (CRL) membership
    b. Interlibrary Loan
        1) OCLC Interlibrary Loan Subsystem
        2) Bilateral agreements
        3) BCR Interlibrary Loan Code
        4) Wyoming Interlibrary Loan Code
        5) Octanet
        6) High Plains Courier
        7) OnTyme II electronic mail
    c. Health Sciences Information Network (HSIN)
    d. Universal Serials and Book Exchange (USBE)
    e. Wyoming cooperative efforts

2. The Task Force should identify emerging resource sharing programs and analyze their potential impact. Which of these would be most beneficial for resource sharing? Specific attention should be given to:

a. Geac circulation-interlibrary loan system

b. North American Collections Inventory Project (NACIP)

c. LINX

3. The Task Force should identify emerging resource sharing technologies and analyze their potential impact. Which, if any, of these should be considered for implementation in resource sharing during the next 2 to 4 years? Specific attention should be given to:

   a. Telefacsimile

   b. Electronic document order and delivery

   c. Microcomputer applications.

4. The Task Force should analyze the relationship of interlibrary loan and off-campus support programs to the development of on-campus collections. Are we using this information effectively in developing our collection?

5. In light of the above examination, the Task Force should assess the current strengths and weaknesses of the resource sharing activities, and formulate workable recommendations for changes which seem to be desirable to improve the situation.

6. The Task Force should prepare a detailed written report of the analyses and recommendations for change, and submit it to the CAP Study Team by October 1, 1984.